

Avtex OC Hub QuickStart: Agent Assessment

Summary

Avtex OC Hub assists organizations expand their existing customer service footprint with Chat, SMS & Social channels through a single user interface increasing agent efficiency.

The Avtex OC Hub QuickStart offers an agent self-assessment that allows us to analyze current state, and build a quick-start package for Dynamics365 Omnichannel based on survey results.

Outcomes

- Customized evaluation of your organization's customer service landscape.
- Personalized Omnichannel Quick Start package.
- Complementary consulting session with Avtex to walk through results of Agent Self- Assessment and Omnichannel Quick Start Package.

Ready to Get Started?

[Take Agent Self-Assessment](#)

Assessment Overview

Microsoft Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels. Avtex has put together a short Agent Self-Assessment survey to quickly analyze how to build an Omnichannel Quick Start package based on our organization's needs.

Avtex Agent Self-Assessment :

Like choosing any software, it can be daunting to evaluate whether a particular piece of technology is right for your organization. However, to examine the strengths of Omnichannel for Customer Service, it's important to first understand what tools your organization is already leveraging and identify any gaps in functionality that may require new technologies to be adopted.

The Avtex Agent Self-Assessment consists of 14 questions thoughtfully created to help us uncover your organizations specific Omnichannel needs. Once this information is captured.

Omnichannel QuickStart Package Presentation:

After the Agent Self-Assessment is completed, Avtex will present you with a customized Omnichannel QuickStart package, unique to your organization's needs, and will walk you through total cost of ownership, implementation timeline and how to get started.

Regardless of the sequence of touchpoints that your customers traverse to address requests and issues, Avtex can help you create a clear top-line strategy to deliver exceptional CX for your customers.